

PROGRAM ASSISTANT - CAREERSOLUTION

Jewish Vocational Service seeks a **Program Assistant** to be the first impression to the public including customers and clients, delivering customer service at the high-level to all. The PA establishes a positive, welcoming, respectful environment and assistance for all. The PA performs work that requires thorough knowledge of all CareerSolution programming leading to an ability to assist clients, understand customer needs, obtain information and direct them to the appropriate staff member. Working with clients includes face to face, over the phone, and in some cases through providing written materials which requires maintaining up-to-date knowledge of all CareerSolution programming. Other functions include data entry of customer information into a database, administrative services to administration and program areas, filing, room set up, flyer creation and distribution, email follow up with clients and covering the Welcome Center.

MINIMUM SKILLS AND QUALIFICATIONS (REQUIRED):

- 2-3 years front desk experience;
- Excellent customer service skills with ability to interact with and assist a multi-cultural customer base, including those with low levels of English proficiency and limited educational backgrounds.
- Demonstrated ability to communicate using considerable tact and diplomacy;
- Professional appearance and service delivery;
- Demonstrated ability to effectively solve difficult customer situations;
- Demonstrated ability to direct, guide and assist a group of individuals. Knowledge of principles and processes for providing customer services;
- Excellent verbal and written communication skills. Possesses exceptional interpersonal communication skills.
- Exceptional Microsoft Office suite skills.
- Ability to work in a multicultural environment.

EDUCATION: High school diploma and 3 plus years directly related experience; or certificate/Assistants and 2 years of related experience

JVS CULTURE: JVS is strongly committed to diversity and a workplace environment that respects, appreciates and values employee differences and similarities. By providing and supporting a work culture that fosters and builds upon diversity and its strengths, JVS will better serve our local communities and continue to provide quality services.

JVS is an employment at-will organization and an equal opportunity employer committed to maintaining a work and learning environment free from discrimination on the basis of sex, race, color, religion, national origin, pregnancy, gender identity, sexual orientation, marital/civil union status, ancestry, place of birth, age, citizenship status, veteran status, political affiliation, genetic information or disability, as defined and required by state and federal laws. Additionally, JVS prohibits retaliation against an applicant or employee because he or she has engaged in protected activity under the statutes prohibiting discrimination in the workplace.

APPLICATION: Please send your cover letter and resume to resumes@jvs-boston.org. Please indicate in your cover letter the source where you saw this posting.